



## WORKSHOP PROGRAM

**Day 1: Sunday March 22 2009 (18:30 – 20:30)** - Lakeside Suite in the Keystone Lodge & Spa center (see map <http://keystone.snow.com/info/lakeside.asp> )

**18:30: Registration and Cocktail Reception**

**19:00: Welcome and agenda**

**Day 2: Monday March 23 2009** (14:00-20:00, followed by Workshop dinner) – Ten Mile Room, Keystone Lodge & Spa center

**14:00 -14:35 Keynote Speaker, Peter Lorenzen (IBM) "IT Outsourcing From India: The HR Challenges of Creating the World-Class Organization to Deliver Remotely Managed Infrastructure Services"**

<b>Session 1: Sourcing models</b> (14:35 – 16:40)	
<b>Session chair: Ilan Oshri</b>	
14:35 - 15:10	GSW09-23 "A Dynamic Model of Offshore Sourcing" <i>Authors:</i> Jason Dedrick, Erran Carmel and Kenneth Kraemer <i>Discussant:</i> Natalia Levina
15:10 - 15:45	GSW09- 28 "Effective Management Strategies for Outsourcing Using Different Engagement Models: A Case Study Approach"
	<i>Authors:</i> Kevan Penter, Graham Pervan and John Wreford <i>Discussant:</i> Jason Dedrick
15:45 – 16:00	Coffee break
16:00 - 16:35	GSW09-24 "Global IT Multivendor Sourcing Strategy: What Service Can and Cannot Learn From Manufacturing" <i>Authors:</i> Ning Su and Natalia Levina <i>Discussant:</i> Erik Beulen
16:35 - 16:40	Session chair closing words
16:40 - 16:45	Mini-break
<b>Session 2: Relationship management</b> (16:45 – 18:35)	
<b>Session chair: Joseph Rottman</b>	
16:45 – 17:20	GSW09-22 "IT Outsourcing Governance: How Contractual and Relational Components Shape Outsourcing Performance" <i>Author:</i> Eleni Lioliou <i>Discussant:</i> Erik Wende

17:20 - 17:55	GSW09-01 “Understanding Transition During Offshore Outsourcing: Factor Model of Transition Performance” <i>Authors:</i> Erik Beulen, Vinay Tiwari and Eric van Heck <i>Discussant:</i> Matthew Swinaski
17:55 – 18:30	GSW09-44 “Transfer Mechanisms and Transition Performance: Laboratory Experiments” <i>Authors:</i> Otto Koppious, Vinay Tiwari and Jasper de Gier <i>Discussant:</i> Rajiv Kishore
18:30 – 18:35	Session chair closing words
18:35 – 18:40	Mini-break
<b>Session 3: The Indian – Chinese context (18:40 – 20:00)</b>	
<b>Session chair: Sirkka Jarvenpaa</b>	
18:40 - 19:05	GSW09-04 “Funny Business: Public Opinion of Outsourcing and Offshoring as Reflected in US and Indian Political Cartoons” <i>Authors:</i> Mary Lacity and Prasad Rudramuniyaiah
19:05 - 19:30	GSW09-36 “Determinants of adoption of IT outsourcing within Chinese government” <i>Author:</i> Mike Gallivan
19:30 - 19:55	GSW09-18 “Attrition of IT Workers in the Context of Offshore Outsourcing: The Economic Impact of Training” <i>Authors:</i> Ravi Bapna, Alok Gupta, Amit Mehra and Vallabh Sambamurthy
19:55 - 20:00	Session chair closing words
<b>20:00</b>	<b>Dinner at Big Horn Steakhouse Keystone Lodge</b>

**Day 3: Tuesday March 24 2009 (14:00-19:45) – Ten Mile Room**

**14:00 -14:35 Keynote Speaker, John Hindle (Accenture): “The Rise of the Multi-Polar World and Its Impact on Global Sourcing Strategies”**

<b>Session 4: Building bridges: knowledge and learning (14:35 – 16:05)</b>	
<b>Session chair: Rajiv Kishore</b>	
14:35 - 15:10	GSW09-40 “The Role of Organizational Learning and Organizational Capabilities in Onshore and Offshore Business Process Outsourcing” <i>Authors:</i> Jonathan Whitaker, M Krishnan, Sunil Mithas and Sanjeev Kumar <i>Discussant:</i> Wendell Jones
15:10 - 15:35	GSW09-39 “Managing Expertise in Offshore Outsourcing: The Role of Codification” <i>Authors:</i> Ilan Oshri, Julia Kotlarsky and Harry Scarbrough
15:35 - 16:00	GSW09-26 “Interorganizational Transactive Memory System in Offshored Complex Engineering Services Project” <i>Author:</i> Sirkka Jarvenpaa
16:00 - 16:05	Session chair closing words
16:05 - 16:20	Coffee break

<b>Session 5: Client and supplier capabilities (16:20 – 18:00)</b>	
<b>Session chair: Mary Lacity</b>	
16:20 - 16:45	GSW09-08 “Bundled Services: A Study of Client’s Propensity” <i>Authors:</i> Ilan Oshri, Leslie Willcocks and John Hindle
16:45 - 17:20	GSW09-07 “Developing an IT Outsourcing Service Provider Fit between Sourcing Capabilities and Organizational Structure: A Comparative Study” <i>Authors:</i> Albert Plugge and Harry Bouwman <i>Discussant:</i> Jonathan Whitaker
17:20 - 17:55	GSW09-31 “Managerial Accountants’ IT Outsourcing Decisions: An Experimental Study of the Effect of CIO reputation and Institutional Isomorphism” <i>Authors:</i> Natalia Mintchik and Jennifer Blaskovich <i>Discussant:</i> Albert Plugge
17:55 – 18:00	Session chair closing words
18:00 - 18:05	Mini-break
<b>Session 6: The Indian - Chinese Context (18:05 – 19:45)</b>	
<b>Session chair: Mike Gallivan</b>	
18:05 - 18:30	GSW09-27 “China’s Emerging Role in the Global ITO/BPO Market” <i>Authors:</i> Joseph Rottman and Hao Lou
18:30 - 19:05	GSW09-34 “Barriers and Enablers when Transferring R&D Activities from West to China” <i>Authors:</i> Joachim Timlon and Niklas Akerman <i>Discussant:</i> Hao Lou
19:05 - 19:40	GSW09-15 “Indian Intimacy Ends as the Chinese Connection Commences: Changing Offshore Relationships” <i>Authors:</i> Hamish Barney, Aybuke Aurum, Graham Low, Nils Brede Moe <i>Discussant:</i> Mary Lacity
19:40 – 19:45	Session chair closing words
<b>Day 4: Wednesday March 25 2009 (13:30-19:20, followed by Workshop dinner) – Ten Mile Room</b>	
<b>Session 7: Sourcing Strategies (13:30 – 15:20)</b>	
<b>Session chair: Julia Kotlarsky</b>	
13:30 - 14:05	GSW09-05 “Follow The Sun’ Workflow In Global Software Development: Theory, Modeling And Quasi-Experiment To Explore Its Feasibility” <i>Authors:</i> Erran Carmel, Yael Dubinsky, J. Mark Johnston <i>Discussant:</i> Mike Gallivan
14:05 - 14:40	GSW09-12 “Corporate Social and Environmental Responsibility in Global Outsourcing” <i>Authors:</i> Ron Babin and Brian Nicholson <i>Discussant:</i> Kevan Penter

14:40 - 15:15	GSW09-33 “Managerial Strategies for Open-sourcing Innovation” <i>Authors:</i> Maha Shaikh and Tony Cornford <i>Discussant:</i> Otto Koppious
15:15 - 15:20	Session chair closing words
15:20 - 15:35	Coffee break
<b>Session 8: Building bridges: knowledge and social capital (15:35 – 17:25)</b>	
<b>Session chair: Erran Carmel</b>	
15:35 - 16:10	GSW09-42 “The nexus of social capital, flexibility and information technology in BPO performance: A grounded theory development from a global commercial collections’ firm” <i>Authors:</i> Rajiv Kishore and Anand Simha <i>Discussant:</i> Sirkka Jarvenpaa
16:10 - 16:45	GSW09-41 “The People Side of Global Outsourcing” <i>Authors:</i> Wendell Jones <i>Discussant:</i> Benoit Aubert
16:45 - 17:20	GSW09-20 “Storytelling – an Instrument to Bolster Knowledge Transfer in Offshore Software Projects” <i>Authors:</i> Erik Wende, Tom Philip and Sean Dubberke <i>Discussant:</i> Natalia Mintchik
17:20 – 17:25	Session chair closing words
17:25 – 17:30	Mini-break
<b>Session 9: Relationship management (17:30 – 19:20)</b>	
<b>Session chair: Leslie Willcocks</b>	
17:30- 18:05	GSW09-06 “The Impact of Distance on Offshore Business Relationships” <i>Authors:</i> Benoit Aubert, Suzanne Rivard and Mathieu Templier <i>Discussant:</i> Erran Carmel
18:05 - 18:30	GSW09-43 “Rewards And Penalties In IT Outsourcing: When Are They Used And Do They Work As Intended?” <i>Authors:</i> Matthew Swinarski and Rajiv Kishore
18:30 - 19:05	GSW09-25 “Early Warning Signs of Failures in Offshore Software Development Projects” <i>Authors:</i> Tom Philip, Erik Wende and Gerhard Schwabe <i>Discussant:</i> Maha Shaikh
19:05 – 19:10	Session chair closing words
19:10 – 19:20	<b>Workshop Closing Words, Leslie Willcocks</b>
From 19:20	<b>Shuttle Ride to River Run, Gondola ride and workshop dinner at Der Fondue Chessel Restaurant</b>